



COMMUNICATIONS DISPATCHER I/II

Purpose:

To actively support and uphold the City's stated mission and values. To perform a variety of responsible duties involved in the receipt of incoming calls for police, fire and other emergency assistance utilizing the Enhanced 911 communications system. To dispatch appropriate units via radio and telephone monitor electronically transmitted communications.

Distinguishing Characteristics:

Communications Dispatcher I – This is the entry and training level class in the Communications Dispatcher series. While employees are in this class, they will learn 911 call center and dispatching functions under close supervision.

Communications Dispatcher II – This is a full journey level class within the Police Communications Dispatcher series. Employees within this class are distinguished from the Communications Dispatcher I by the performance of the full range of duties as assigned in both the 911 and dispatch functions **and** after successful completion of the training/probation period required by the Tempe Police Communications Division. Employees at this level receive only occasional instruction or assistance as new or unusual situations arise, and are fully aware and able to interpret the operating procedures and policies of the work unit. Positions in this class will be staffed through advancement from the Communications Dispatcher I level providing the employee has completed the internal training program, meets the minimum qualifications for the II level and is performing the full range of responsibilities.

Supervision Received and Exercised:

Receives direct and indirect supervision from Communications Supervisor and other management staff.

Examples of Duties:

This class specification is intended to indicate the basic nature of positions allocated to the class and examples of typical duties that may be assigned. It does not imply that all positions within the class perform all of the duties listed, nor does it necessarily list all possible duties that may be assigned.

Duties may include, but are not limited to, the following:

Effective December 1998

Revised November 2001 (range adj due to market; mq's changed)

Revised January 9, 2002 (Title changed)

Revised July 2005 (revised duties)

CITY OF TEMPE

Communications Dispatcher I/II (continued)

Police Department

- Receive emergency service calls from the public requesting police, fire or other emergency service. Respond to radio transmissions, voice instructions and phone conversations simultaneously.
- Evaluate and provide appropriate responses to emergency calls while working under stressful conditions and strict time constraints.
- Ability to communicate and provide information to both the caller and field units in a clear and concise manner; utilize various communication techniques to calm callers on the phone and obtain the necessary information.
- Enter all relevant police transmissions in emergency situations directly into the Computer Aided Dispatch (CAD). Ability to handwrite information quickly and accurately when the CAD computer is inoperative.
- Receive and dispatch calls and messages for police units; maintain contact with all units on assignment, maintain accurate status and location of police units, maintain daily computerized log of all field calls and units dispatched.
- Determine the number of units, and which units, to dispatch by considering such factors as time of day, description and location of calls, beat unit available, and probable degree of hazard to the responding units.
- Ability to simultaneously monitor up to five computer screens and to immediately access each.
- Enter, update and retrieve information from computerized networks relating to wanted person, stolen property, vehicle registration, stolen vehicles and other related information.
- Answer non-emergency calls for assistance; answer routine questions over the phone regarding civil, criminal and traffic laws; direct calls to police staff or other agencies as appropriate.
- Maintain and update all hazardous locations in CAD system; keep abreast of premise history and hazard files for all field unit calls.
- Use telecommunications systems to coordinate emergency calls and relay information and assistance requests involving other law enforcement agencies.
- Monitor and utilize numerous 800 MHz trunked police radio frequencies, the civil defense radio channel and the Police emergency channel.
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CITY OF TEMPE
Communications Dispatcher I/II (continued)
Police Department

- Provide accurate and understandable directions to citizens, officers and other law enforcement agencies.
- Update all map and jurisdictional maps.
- Receive, respond to and document requests from ACJIS and Division of Motor Vehicle printouts inclusive of verifying warrants, stolen vehicles, orders of protection, and stolen articles. Documenting findings and disseminating to appropriate agency and keeping proper documentation logs.
- Ability to learn job related material primarily through observation, structured lectures, and training; understand and follow written and verbal instructions ; and to correctly use these instructions during training and while performing dispatching duties."
- Make appropriate notifications for request e.g., taxis, tow trucks, locksmiths, and beekeepers.
- Test and inspect equipment as required.
- Keep direct supervisor and field supervisors appraised of emergency and unusual situations.
- Perform as acting Communications Supervisor when assigned.
- May provide or coordinate staff training; and work with peers to correct deficiencies, as directed by supervisor.

Experience and Training Guidelines:

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. The hiring department may include job related experience, training or license and certification preferences at the time of recruitment. A typical way to obtain the knowledge and abilities would be:

Experience:

Communications Dispatcher I

One year of experience in receiving and processing customer service calls or requests for service, including dealing with the public in stressful situations. 911 or police related experience is preferred.

CITY OF TEMPE
Communications Dispatcher I/II (continued)
Police Department

Communications Dispatcher II

In addition to meeting the Communications Dispatcher I requirements, qualified applicants must also successfully complete the City of Tempe's training in dispatching, receiving and processing emergency public service calls.

Training:

Equivalent to the completion of the twelfth grade.

Licenses/Certifications:

Communications Dispatcher I

Ability to obtain Terminal Operator Certification awarded by Arizona Department of Public Safety.

Communications Dispatcher II

Ability to obtain Terminal Operator Certification awarded by Arizona Department of Public Safety.

This position is included in the City's classified service, pursuant to City of Tempe Personnel Rules and Regulations, Rule 1, Section 103.

Job Code: 1503/1504

FLSA: Non-Exempt